



# Group Call Park

## Overview

The Call Park feature allows users to park calls against a shared extension. The call can then be retrieved from that extension using any phone in the office.

Call Park capabilities include:

- Enable Feature Access Code (FAC) 488 to Park Calls to a Group
- Enable FAC 190 plus the extension to retrieve the parked call
- Provide an audio indication to the recall user to notify of a reverted call
- Hand-type search pattern to find first available Call Park group member based on defined sequential order
- Recall calling options:
  - *Recall timer* - Defines the amount of time a call will stay parked before it is reverted to the parking user or alternate recall user
  - *Alternate recall user* - Enables the reverted call to be routed to a host group instead of the original parking user either directly or after the recall user has been reattempted

## Feature Operation

To park a call to a group, the parking user puts an active call on hold and enters the feature access code (FAC) 488. The call park group service automatically looks for the first available member of the Call Park group to park the call against. The Group Call Park feature always starts at the first assigned member. When a member is available and the call is parked against that member, the caller parking the call will receive an announcement with the extension of the member the call is parked against. The parking user may then announce or page the parked against user that a call has been parked against their extension.

The parked caller is placed on hold until a member retrieves the parked call using FAC 190 (plus extension) from the extension it was parked against. If the parked call is not retrieved within the provisioned recall time, the parked call is retrieved and presented to the user that originally parked the call or an alternate recall user. The recall user is a Call Park group setting and is configurable.

Call Park provides a unique notification of parked calls for the group members to differentiate from normal calls.